

The State Bar of California

**eCMS Document Management
Request for Proposal: Questions & Responses**

August 6, 2015

- 1. What do you consider to be the top three critical success factors for this project? i.e., at the end of project delivery, how will we know that we've jointly delivered success to your constituents?**

Your primary customer is State Bar IT department. At the end of this engagement, system infrastructure, application and IT personnel will be ready to begin working with the business on adopting the application into production. Top three factors include successful implementation all the RFP requirements; implementation of a comprehensive Information Architecture ("IA") that ensures compliance in regulatory, privacy, and security requirements; and ensuring that IT is capable of managing and supporting IA post implementation.

- 2. What qualifications are you looking for in an implementation partner? For example, we have multiple Microsoft Gold and Silver Competencies, SharePoint Certified Masters and MVPs, etc. Will the proposal scoring take our credentials into account?**

SharePoint Certified Masters and MVPs is preferred, but not required. Industry experience and implementing similar initiatives will be considered.

- 3. Implementation decisions related to the implementations of software solutions can vary widely depending on project budget. Our firm has successfully delivered projects across various budget ranges. To help us best meet the goals of your solicitation, can you please approximate a budget range for this project?**

|
We do not have a set budget for this individual project.

- 4. Do you have any Microsoft Software Assurance vouchers that might be applied to the planning phase of the project?**

Vouchers are not applicable to this project.

- 5. Will California Certified Small Businesses receive any special consideration in this procurement? Will preference be given to California-based vendors?**

There are no specific scoring allowances allotted to business size or location.

- 6. Are you anticipating a mix of on-site and remote project delivery? In our experience, we generally find it useful to be onsite during discovery meetings, installations, etc. however we can keep project expenses down by utilizing remote delivery for parts of the project.**

The project approach of mixed on-site and remote will work to keep expenses down and is acceptable, yes.

- 7. On a scale from 1 to 5 where 1 represent “None” and 5 represents “Expert”, can you please indicate what SharePoint skills you currently have in house in terms of:**

- a. *SharePoint Infrastructure, Administration and Maintenance = 3*
- b. *Information Architecture Design and Implementation = 1*
- c. *Content Owner/Authorship = 3*
- d. *PowerShell and C# Development = 5*

- 8. Is Active Directory properly configured with the fields, users, groups, permissions and roles anticipated to be used in the solution?**

Not at this time, we will need to assess and create a design as a part of this effort.

- 9. What, if any, consideration has been given to the upcoming release of SharePoint 2016, Windows Server 2016, and related vNext software as it relates to the project timeline in relation to the release of these products?**

We are not considering at this time, but would like to get more information on these releases.

- 10. How many users overall do you anticipate will use the solution?**

The State Bar has an enterprise license. However the initial implementation will include approximately 300-400 concurrent users, which may increase to 700 in the future.

- 11. Does the Bar already own all appropriate Licensing for SharePoint and KnowledgeLake?**

Yes (but no Advanced Capture and bates stamping).

- 12. If not, what software needs to be purchased and should the respondents include licensing pricing for software (e.g. KnowledgeLake Advanced Capture)?**

We need to add software mentioned above.

- 13. How developed is your Information Architecture (IA) and can you please quantify the number of content or document types, term-sets, etc.? Do you**

have an existing taxonomy in place and has it been effective?

These are specific RFP deliverables.

14. Do you expect/desire to leverage existing IA, Taxonomy, etc. from existing ECM systems in the design of the IA for this solution?

Yes. We would also like to leverage the above with the Records Retention Project in the design.

15. Are you interested in pricing for auto-classification product(s), which significantly enhance content findability, workflow, retention and disposition, etc.?

Yes, present it as an option.

16. Can you share with us the “information gathered from the Office of the Chief Trial Counsel, Office of the General Counsel, IT, Membership, and State Bar Court to begin the IA definition” to aid in the estimation process for our proposal?

Information is very preliminary and not in the format that could be shared.

17. Do you have a well-defined File Plan and if so, can you please share it with us? For clarity sake, what we mean by File Plan is a document that lists the official records and includes Records series title and description; Location and medium (i.e., paper or electronic); and Disposition authority (legal actions taken when records are no longer needed to conduct agency business).

We have just commissioned a Records Retention study and the resulting new policy is currently in draft form and not yet implemented. Retention will be addressed in later phases.

18. Will branding be consistent across all departments, sites, sub-sites, etc. in the new solution?

Yes, this is our goal.

19. How many Capture Processes do you anticipate needing for the initial implementation?

Up to 5 capture processes.

20. For the purposes of estimation, how many Unify integrations should we plan for in our proposal (i.e. eCase is mentioned as one)?

Only eCase need be included in your estimates.

- 21. The RFP mentions providing a solution for integration with “eCase”. Can we assume that the intent is limited to explaining how the system handles integration or is integration with external systems within the scope of this project? If integration is in scope, which systems and what level of integration is anticipated (e.g. hyperlinks only, document-level integration, unidirectional/read only, bidirectional data updates, functional integration)?**

Full bi-directional integration with ability to upload, retrieve, update and search. eCase would become a UI for document management.

- 22. Can you please provide the API (web services, object interface, etc.) information as provided by the software vendor, as applicable?**

This information will be available as a part of the project. Interface design with vendor is in scope under this RFP. You may also reach out to JTI directly.

- 23. What is your vision for post implementation support in terms of a Service Level Agreement, i.e. turn-around time, number of hours per month, hours of coverage, etc.?**

Please provide your standard SLA's as a part of this response.

- 24. Should we price post-project support into our proposal and what quantity (e.g. 30 hours per month for 6 months)?**

Please include 20 hours of support per month.

- 25. Do you have internal resources to handle post-project Level-1 support (e.g. training questions, hardware or network problems, etc.)?**

Yes.

- 26. What is the target completion date for the entire project?**

The deliverables and activities itemized in this RFP should be completed by the end of this year.

- 27. As an environmentally-friendly Green company, we strive to reduce our consumption of paper; to that end, can respondents submit proposals electronically via email in lieu of hardcopy proposals?**

Not exclusively. The submission requirements are specified in the posted RFP.

- 28. Total amount of expected content in GB to be maintained in the new version of SharePoint?**

The initial implementation of SharePoint will most likely contain anywhere from 100-300GB of data. This number will grow as the State Bar rolls out SharePoint to other departments.

29. Is there an inclusive list of 3rd party application SharePoint needs to integrate with?

The current implementation phase will focus of the integration with Journal Technologies' eCase platform.

30. Are all users currently in Active Directory?

Yes.

31. What version of SharePoint is currently being used?

SharePoint 2013.

32. What is the current server count for both SharePoint & KnowledgeLake including Production, QA, Dev environments? How many servers are anticipated for the new environment for both SharePoint & KnowledgeLake for Production, QA & Dev?

The SharePoint and KnowledgeLake environment consists of 16 servers.

33. Expected number of Workflows to be migrated, created or recreated in the new SharePoint environment?

The State Bar has not determined the number of workflows to be created. None will be migrated. Tis will be discussed during the analysis phase of this effort.